

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/KOL/2024/018**

Ms. Ipshita Sen .... Complainant

vs

Fortis Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	22/02/2024	<p>The complaint would relate to anaesthetic complication during surgery.</p> <p>The patient was admitted for gallbladder surgery. The surgery was uneventful. During surgery, the patient became conscious and suffered immense pain.</p> <p>Dr. M.L. Saha, our esteemed Member, would opine it was a case of “rarest of rare” in an anaesthetic intervention. The CE also agreed, it had happened.</p> <p>The complainant, present online, is also candid enough to admit, in the post discharge meeting the anaesthetist, with folded hand, apologised for the sufferance that she had.</p>

We however, cannot conceive of the decision of the CE to refer her for psychiatric consultation that we find from the records.

We direct the CE to send a letter of apology from the Unit Head written to the complainant. Such letter must reach the complainant within a week from date.

In course of hearing, it also appears that in the patient assessment form her height and weight have been recorded wrongly. Dr. Suchandra, the Medical Superintendent present online, would assure us that they would recheck the same and informed the complainant accordingly.

In case it was so the CE must compensate the complainant paying Rs. 5,000/- to be sent to her through bank transfer.

In such case the complainant would share her bank details with the CE so that money could be transferred immediately.



The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission